

ECM/GCARS Issue Report

As of Mar 4, 2003 10:49 AM

Name : TO 90- Enterprise CM **Issues :** 22
Description : TO 90 - Enterprise CM Implementation
Managers: Bruce Bruning, Steve Jarboe
Members: Jason Niemczyk, J. Ronald Langkamp, Bruce Bruning, Steve Jarboe, Slawko Semaszczuk, Mike Fillinich, Leslie Willoughby, Lana Gourdine, Phillip Wynn, Lorenzo Moore, Steve Jarboe (test)

Issues Criteria: Show only issues that meet ALL the following criteria:
Unresolved

Issue No. (asc)	Issue Topic	Assignees	Priority	Percent Complete	Deadline
2	ECM CRs get moved out of the rejected state		Medium	0%	7-Jan-03
3	ECM/GCARS Automatically Closes CRs		Medium	0%	7-Jan-03
4	Opened and Closed GCARS CRs will not create an ECM record		Medium	0%	7-Jan-03

R

R

R

	5 ECM/GCARS Integration Solution does not bring over closed CRs	Medium	0%	7-Jan-03
R	6 GCARS Initiated CRs are create in TBD state	Medium	0%	7-Jan-03
R	7 CR are being closed with Environment Listed as TBD	Medium	0%	7-Jan-03
R	12 ECM tickets are being moved backwards in the lifecycle	Medium	0%	7-Jan-03
R	13 Automation of DEWI number updated within ECM	Medium	0%	15-Jan-03
R	14 Description Information is being truncated.	Medium	0%	15-Jan-03
R				

	17 No Department	High	0%	26-Feb-03
R	18 New System Affected choices have no user groups associated with them	High	0%	26-Feb-03
R	22 ECM Process Clarification	Medium	0%	26-Feb-03
R				

Issue Description	Last Response	Requirement
The ECM/GCARS Integration Solution currently moves an ECM rejected (disapproved by business owner) CR out of the rejected state and moves it into the state of the matching GCARS CR.	The following fix was determined by FSA: ECM/GCARS Interface will have to be changed to account for CRs being disapproved by the business owner in the ECM tool.	The GCARS system shall not move Application Team initiative ECM CRs out of the rejected state.
The ECM/GCARS Integration Solution automatically closes the corresponding ECM CR when the GCARS CR is closed. This design bypasses a validation step purposely set up in the ECM solution where the CR requester currently has the opportunity to validate or reject a CR after it is put in the resolved state.	The following fix was determined by FSA: ECM/GCARS Interface will need to be changed to have ECM initiated CRs move to the resolve state when the corresponding CR is closed in the GCARS solution.	1) The GCARS system shall not close Application Initiated ECM change request. (They should be mapped to resolved) Note:Application Initiated Changes includes both ECM changes and Emergency changes initially entered in GCARS.
The ECM/GCARS Integration Solution currently will not create an ECM CR for any closed GCARS CR that has been opened and then closed since the previous VB script run. This design error excludes emergency and other CRs from being included in the ECM tool.	The following fix was decided by FSA: Modify existing business rules to bring over closed CRs that do not exist in ECM.	All GCARS tickets shall create an ECM record (tickets opened and closed between VB script runs are not being created in ECM)

The ECM/GCARS Integration Solution currently will not create an ECM CR for all closed GCARS CRs. This design prevents previously close GCARS CRs from being created. A modification to the existing script must be made to bring over these closed ECM CRs in order to meet explicit IG audit requirements.

The following fix was decided by FSA: Modify existing business rules to bring over closed CRs that do not exist in ECM.

The ECM/GCARS script shall create and ECM record for each GCARS Initiated CR created after (FSA needs to determine date)

The ECM/GCARS Integration Solution was designed to have all GCARS initiated CRs be created in ECM with the environment field set to TBD. This was done since GCARS does not distinguish between production and development CRs.

If the environment is not modified before reaching the closed state they will be closed as TBD. This will effect metrics data because there is no way to distinguish between Prod and Dev.

The following fix was determined by FSA: Enter a CR in the GCARS system to distinguish between production and development.

The GCARS system shall distinguish between Prod and Dev. To allow newly created ECM tickets to properly reflect the environment.

See above

ECM tickets are being moved backwards through the lifecycle and are moving through the rejected state. This is extremely confusing to application owners.

ECM tickets should not be moved backwards in the lifecycle to accommodate ECM/GCARS integration. ECM tickets should follow the normal ECM process flow. The DC Ref number should be automatically populate by the ECM/GCARS integration.

The current interface does not automatically populate the DC ref number with the GCARS DEWI number. This causes a duplicate record to be created when the DEWI number is entered incorrectly. The FMS team logged this problem.

When new records are created in ECM from GCARS the description data is being truncated.

ERROR - The ECM/GCARS integration should not truncate the description data.

CSC currently used the term "No Department" to identify which application will be impacted by a change. Intuitively, this means that no one is affected, but this is not how this is being used. In GCARS "No Department" often means no single department. The consequence of this is no one is being identified by changes that use "No Department" as the system affected. CSC needs to change the way they use this term or map this to "all systems" in the LEI table.

To accommodate the GCARS/ECM interface several new categories were added to the System Affected list. These categories are B-Trade, EASI, FMS/PELL/RFMS, Ops Weekly IPL, and No Department. There are not user groups associated with any of these. These need to be associated with new User groups so email notifications will be sent out to the appropriate users.

Need to determine the exact point in the lifecycle that a GCARS ticket gets generated based off an ECM ticket. This is currently unclear and has caused inconsistency in CR status reporting. Also, need to determine exact point when a ECM ticket gets created based off a GCARS ticket. Many GCARS tickets are being created in ECM when they were only draft GCARS CRs.

The term "No Department" should not be used.

- 1) B-Trade should be mapped to SAIG
- 2) EASI, OPS Weekly IPL need to have User Groups populated in ECM
- 3) FMS/PELL/RFMS these need to be broken out into three separate systems

This is a process problem